## PEFORMANCE RESULTS VISION MARCH 2001

## **UA's 2000 Service Performance Record**



Policies Issued • • • • • • • • • 221,343

Customer Telephone Calls Handled 1,197,926

Telephone Answer Time (for all customer calls)



**92%** answered in first 30 seconds

**5** Average Prescription Savings on Partners



24.97%\*

\*As of 12/00

Turnaround Times at Press Time